



DEPARTMENT OF THE AIR FORCE
HEADQUARTERS AIR FORCE SERVICES AGENCY

7 June 2001

MEMORANDUM FOR ITT OFFICES

FROM: HQ AFSVA/SVCKH
9504 IH 35 North, Suite 370
San Antonio TX 78233-6636

SUBJECT: Air Force Leisure Travel

Contract #F41999-01-D-0005 was awarded to SatoTravel, 1005 North Glebe Road, Arlington VA 22201, POC: Nancy Oliviero, Telephone: 732-571-6711, FAX: 732-571-6712, E-mail: Noliviero@aol.com.

The contractor provides a booking engine compatible with current CRS systems for all Air Force ITT Offices. This booking engine allows existing ITT personnel the ability (without formal travel agent training) to book air reservations, seats and make necessary changes to itineraries. This booking engine provides hotel, car, cruise and tour options. The contractor provides a 1-800-call center support team for complicated transactions (issues) or problems related to itineraries from ITT users. The contractor provides for total e ticketing unless otherwise required by participating agencies. The contractor is hosting a commercial web-site (afravelonline.com) which can be used by customers from a personal computer. This is a "real time" online reservation system. ITT offices will share in commissions.

The contract provides for a processing fee to your customer of \$7.00 per reservation. It also provides that you receive full industry standard commissions payable to your office via HQ AFSVA/SVF CMIP.

If you have any questions, please contact our Project Manager: Denise Lanier – SVPAR, 210-652-4406, DSN 487-4406 or our Contract Administrator: Kim Cornette – SVCKH, 210-652-6931, DSN 487-6931


CHARLES E. ELLER
Contracting Officer